

Hospitality Career Pathway

MISSOURI ECONOMIC RESEARCH & INFORMATION CENTER
MISSOURI DEPARTMENT OF HIGHER EDUCATION
& WORKFORCE DEVELOPMENT
NOVEMBER 2023

What are Career Pathways?

Career Pathways are groups of occupations within a career field. Occupations within a pathway share common skills, knowledge, and interests. The pathways use industry-recognized credentials and are examples of how different levels of training or education can help provide opportunities for career advancement.

Missouri Numbers:



15,398 Employers



297,661 Workers



\$22,154 Average Wage

Why Have a Career in Hospitality?

Hospitality represents 12.3 percent of total private sector employment, employing over 297,000 workers in more than 15,000 businesses in 2022. Hospitality employment declined an average 0.4 percent per year from 2017 to 2022. Hospitality industry wages averaged \$26,349 in 2022. Overall this is lower than the state average of \$54,520 for all industries due to the large number of entry-level jobs in this industry. Some occupations that can be obtained with on-the-job experience have higher pay. For example, average wages for a *Food Service Manager* are \$62,900 and average wages for *Lodging Managers* are \$64,050.

There are a variety of careers in the Hospitality fields of Administrative & Support Services, Sales & Marketing, Food Service, and Entertainment.

Know the Basics

The Hospitality industry depends on the ability to deliver products and services to customers in a timely and courteous manner, so dependability, adaptability, and flexibility are necessary. Soft skills, such as interpersonal skills, professionalism, and dependability are important in all industries and occupations, especially in customer service occupations found in the Hospitality industry. The ability to communicate with customers and co-workers is crucial for success in this industry.

Skills needed for Success:

Hospitality careers have a set of industry-wide technical competencies that represent the knowledge and skills necessary to be successful in this industry. Quality assurance, cost control, marketing, and sales, as well as knowledge of operations and procedures are some of the skills that may be necessary for success.

Who's Hiring in Missouri?

Marriott International, Inc.

Sonic

Taco Bell

Applebee's

Pizza Hut



Administration & Support Services

Sales & Marketing

Now

Short-Term On-the-Job Training

Hotel, Motel, and Resort Desk Clerks
Entry: \$23,860 Average: \$28,030

Janitors and Cleaners
Entry: \$27,440 Average: \$32,270

Landscaping and Groundskeeping Workers
Entry: \$29,720 Average: \$34,560

Certificates: Landscape Architect, Business Administration Certificates

Customer Service Representatives
Entry: \$30,840 Average: \$40,410

Cashiers
Entry: \$24,620 Average: \$27,570

Retail Salespersons
Entry: \$26,010 Average: \$34,470

Certificates: Retailing and Retail Operations, Business Administration Certificates

Next

Certificate, Associate Degree, Apprenticeship, Moderate- to Long-Term On-the-Job Training

Bookkeeping, Accounting, & Auditing Clerks
Entry: \$35,250 Average: \$45,470

Lodging Managers
Entry: \$45,550 Average: \$64,050

First-line Supervisor of Housekeeping & Janitorial
Entry: \$32,700 Average: \$42,780

Degrees: Accounting Technology/Technician and Bookkeeping, Hospitality Administration/Management
Certificates: QuickBooks

First-line Supervisor of Retail Sales Workers
Entry: \$33,210 Average: \$47,420

Advertising Sales Agents
Entry: \$35,100 Average: \$57,180

First-line Supervisor of Non-Retail Sales Workers
Entry: \$65,120 Average: \$92,160

Degrees: General Merchandising, Sales, and Related Marketing Operations
Certificates: Retailing and Retail Operations

Later

Bachelor's Degree or Advanced Degree

Accountants and Auditors
Entry: \$49,350 Average: \$77,070

Administrative Services Managers
Entry: \$69,760 Average: \$101,800

Human Resources Specialists
Entry: \$45,810 Average: \$65,080

Degrees: Accounting, Finance, Business Administration & Management, Human Resources Management

Market Research Analysts & Marketing Specialists
Entry: \$47,780 Average: \$74,210

Sales Managers
Entry: \$89,950 Average: \$143,710

Public Relations Specialists
Entry: \$85,530 Average: \$128,490

Degrees: Marketing, Business Administration and Management, Business/Commerce, Public Relations

Sources:

Lightcast™

Employment and Training Administration, Competency Model Clearinghouse
2022 Occupational Employment Survey Wage data, U.S. Bureau of Labor Statistics
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics
Top employers data is based on 2022 online job ads



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT



This workforce product was funded by a grant awarded by the U.S. Department of Labor, Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, the accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.



Food Service

Entertainment

Now

Short-Term On-the-Job Training

Cooks, Fast Food

Entry: \$24,050 Average: \$27,030

Waiters & Waitresses

Entry: \$23,450 Average: \$33,360

Bartenders

Entry: \$23,550 Average: \$32,830

Certificates: ServSafe Alcohol, ServSafe Food Handler, Certified Restaurant Server**Amusement & Recreation Attendants**

Entry: \$23,190 Average: \$26,070

Ushers, Lobby Attendants, & Ticket Takers

Entry: \$23,830 Average: \$27,320

Gambling Dealers

Entry: \$23,190 Average: \$29,460

Certificates: Gaming Dealer License

Next

Certificate, Associate Degree, Apprenticeship, Moderate- to Long- Term On-the-Job Training

Cooks, Restaurant

Entry: \$26,950 Average: \$30,830

Bakers

Entry: \$26,720 Average: \$30,750

Food Service Managers

Entry: \$44,990 Average: \$62,900

Degrees: Restaurant, Culinary, and Catering Management/Manager
Certificates: Certified Pastry Culinarian (CPC), Certified Baker, ServSafe Food Protection Manager Certification**Craft Artists**

Entry: \$25,350 Average: \$51,740

Umpires, Referees, & other Sports Officials

Entry: \$27,040 Average: \$53,480

Photographers

Entry: \$28,030 Average: \$40,230

Degrees: Drama and Dramatics/Theatre Arts, Photography
Certificates: Digital Arts, Timekeeper, Marital Arts Judge, Boxing Referee

Later

Bachelor's Degree or Advanced Degree

General & Operations Managers

Entry: \$53,990 Average: \$103,760

Degrees: Business Administration & Management**Coaches & Scouts**

Entry: \$29,040 Average: \$49,910

Museum Technicians & Conservators

Entry: \$38,000 Average: \$47,150

Set and Exhibit Designers

Entry: \$49,900 Average: \$53,230

Degrees: Graphic Design, Art History, Sport and Fitness Administration/Management, Physical Education Teaching and Coaching

Sources: Lightcast™

Employment and Training Administration, Competency Model Clearinghouse
2022 Occupational Employment Survey Wage data, U.S. Bureau of Labor Statistics
Quarterly Census of Employment and Wages, U.S. Bureau of Labor Statistics
Top employers data is based on 2022 online job ads



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT



This workforce product was funded by a grant awarded by the U.S. Department of Labor, Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, the accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.